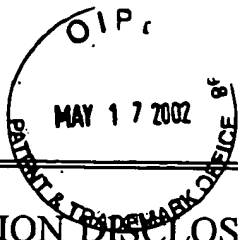


[illegible]

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.



SHEET 1 OF 1

INFORMATION DISCLOSURE
CITATION IN AN
APPLICATION

(PTO-1449)

ATTY. DOCKET NO.
1509-224SERIAL NO.
09/977,500APPLICANT
Lawrence WILCOCKFILING DATE
October 16, 2001GROUP
2152

U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
BB	5,848,143	12/1998	Andrews et al.			
BB	5,838,682	11/1998	Dekelbaum et al.			
BB	5,884,032	3/1999	Bateman et al.			

RECEIVED
MAY 21 2002
Technology Center 2100

FOREIGN PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No
BB	2342529A	4/2000	GB				
BB	2320843A	7/1998	GB				
BB	0820028A2	1/1998	EP				
BB	0838770A2	4/1998	EP				
BB	0829996A2	3/1998	EP				
BB	01/28206A1	4/2001	WO				
BB	99/26153	5/1999	WO				
BB	00/41118	7/2000	WO				
BB	01/08061A1	2/2001	WO				

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

BB	"The Product: Vicinity Service," http://www.cobrow.com/pages/products.html
	Neff, Todd, "The Multimedia Contact Center: Corporate Faade or Human Face?" The Fletcher School of Law and Diplomacy, http://citeseer.nj.nec.com/345232.html

EXAMINER

DATE CONSIDERED

2-2-05

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.